

Edition: January 2000

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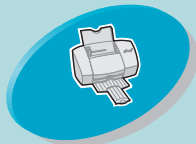
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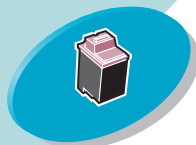
Steps to basic printing

-tells you how to load paper and adjust your printer software for printing.



Beyond the basics

-tells you how to print photographs and two-sided documents.



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-tells you how to install, replace, and align the print cartridges.



Troubleshooting

-provides information for solving printing problems.



Appendix

-provides notices, safety, and warranty information.



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-provides quick links to the information you need. Just click an index entry and go to the information source.

Home page



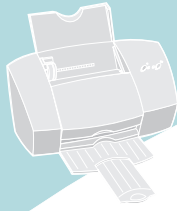
Lexmark Z42 Color Jetprinter™ User's Guide for Windows NT 4.0 and Windows 2000

Use this guide when you have questions about your printer or when you encounter a problem.

Tips for using this guide

- Use the buttons on the left side of the screen to navigate through the pages of this guide.
- Click the **blue text** to link to another part of this guide.
- Click the left or right arrows to move forward or back through the pages. Click the house to return to the Home page.
- To view edition and trademark information, click the **Edition Notice**.
- To print this guide:
 - 1 From the Acrobat Reader File menu, select **Print**.
 - 2 Click **Setup** and make sure Landscape is selected.
 - 3 Choose the pages you want to print and click **OK**.





Steps to basic printing

Basic printing is as easy as:

Step 1: Load the paper

Step 2: Customize the printer driver

Step 3: Print your document



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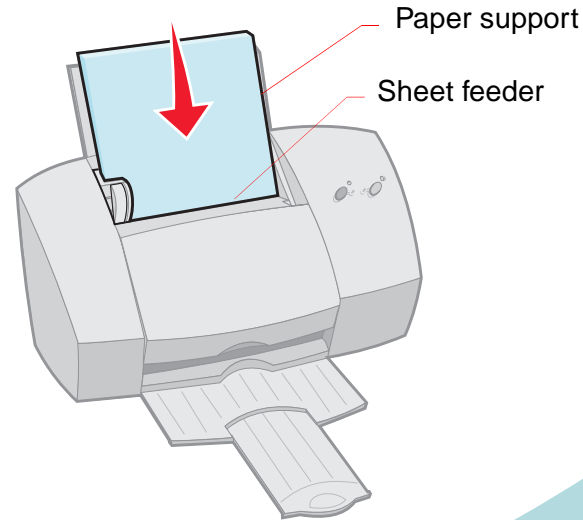


Step 1: Load the paper

You can load up to 100 sheets of paper (depending on thickness).

- 1 Place the paper against the right side of the sheet feeder, with the print side facing you.

Note: Make sure you do not force the paper into the sheet feeder when you load it. For example, letter or A4 size paper should extend above the top of the paper support.





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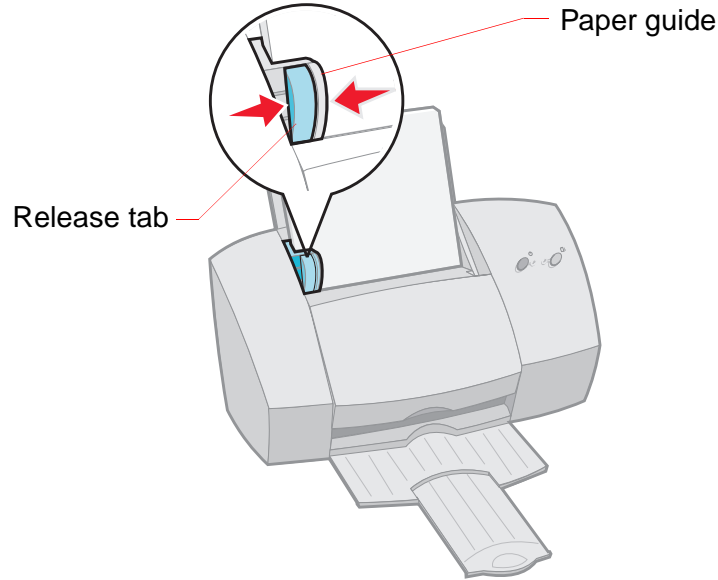


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- 2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.





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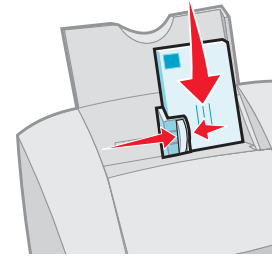
Steps to basic printing



Loading specialty media

Follow these guidelines when loading specialty media:

Load up to:	Make sure:
10 envelopes	<ul style="list-style-type: none">the print side is facing you.envelopes are loaded vertically against the right side of the sheet feeder.the stamp location is in the upper left corner.the paper guide is against the side of the envelopes.





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Load up to:	Make sure:
10 greeting cards, index cards, or postcards	<ul style="list-style-type: none">• the print side is facing you.• the cards are loaded vertically against the right side of the sheet feeder.• the paper guide is against the side of the cards.
25 sheets of photo paper or photo cards	<ul style="list-style-type: none">• the glossy or coated side is facing you.• the paper guide is against the side of the photo paper or photo cards.
25 iron-on transfers	<ul style="list-style-type: none">• you follow the instructions on the packaging to load the iron-on transfers.• the paper guide is against the side of the iron-on transfers. <p>Note: We recommend printing your iron-on transfer on plain paper before printing the iron-on transfer.</p>





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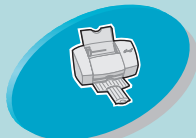
Load up to:

100 sheets of
custom size paper

Make sure:

- the print side is facing you.
- your paper size fits within these dimensions:
 - Width:
76 mm to 216 mm
3.0 in. to 8.5 in.
 - Length:
127 mm to 432 mm
5.0 in. to 17.0 in.
- the paper guide is against the side of the paper.

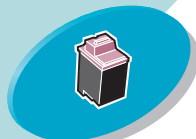




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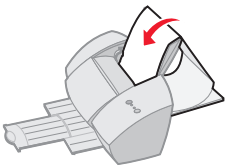


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Load up to:	Make sure:
20 sheets of banner paper	<ul style="list-style-type: none">you place the banner paper behind the printer, and then bring the unattached edge of the first page over the top of the printer and into the sheet feeder.the paper guide is against the side of the paper. <p>Note: Make sure you select Banner Letter or Banner A4 paper size in the <i>Printer Properties</i>.</p>
10 transparencies	<ul style="list-style-type: none">the rough sides of the transparencies are facing you (smooth side down).the paper guide is against the side of the transparencies.





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Step 2: Customize the printer driver

Your printer software includes several applications that let you perform printing tasks with superior printing results. One of these applications is your printer driver.

If you are using:

- Windows NT 4.0, your printer driver is called **Document Defaults**.
- Windows 2000, your printer driver is called **Printing Preferences**.

Your printer driver includes three tabs: **Page Setup**, **Color**, and **Features**. Each tab contains settings for operating your printer and its software.

Note: Click the **Help** button on any tab in the printer driver to access the printer driver Help.





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Opening the printer driver from an application

When you open the printer driver from your application, you can change printer settings **ONLY** for the documents you are currently creating.

- 1 Open the application's **File** menu.
- 2 Choose **Print** (or **Printer**) **Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Option**, or **Setup** button (depending on the application).
- 4 Change settings as needed.

Opening the printer driver from Windows

When you open the printer driver from Windows, the settings apply to **ALL** documents, unless you change them from the application.

- 1 From the **Start** menu, select **Settings**, and then select **Printers**.
- 2 From the Printers folder, right-click the printer icon for your printer.
- 3 Select **Document Defaults** from the sidebar menu.
- 4 Change settings as needed.



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Click the...

Color tab to:

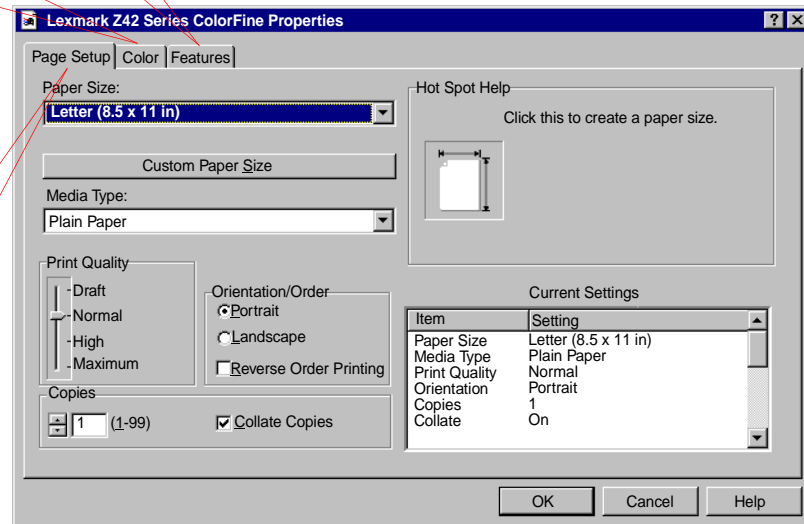
- Select a Document Color and Shading (Halftone) setting
- Adjust the brightness and contrast settings
- Choose to print in color or black and white
- View the current printer settings

Features tab to:

- Print on both sides of the page and select a binding edge
- Choose the default settings
- Perform print cartridge maintenance
- Select Dry Time Delay
- View the current printer settings

Page Setup tab to:

- Select a paper size, media type, and orientation
- Select a print quality setting
- Choose the number of copies and the order of printing
- View the current printer settings



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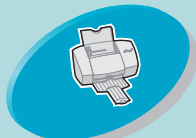
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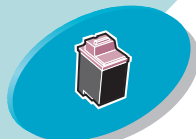
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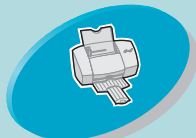


Selecting settings for specialty media

When your printer software was installed, the printer driver was set to the default settings. Use the default settings for printing most documents on plain paper. However, you may need to change your printer settings for printing on specialty media.

When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Envelopes	<p>From the list of Paper Sizes, select the appropriate envelope size.</p> <p>Note: Your application may override the envelope settings in the printer driver.</p>
Greeting cards, index cards, or postcards	<ul style="list-style-type: none">From the Media Type drop-down menu, select Greeting Card Stock.Select the appropriate Paper Size setting.
Photo papers or photo cards	<p>From the Media Type drop-down menu, select Glossy/Photo Paper.</p>

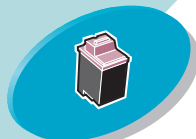




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When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Sheets of custom size paper	Click the Custom Paper Size button. Enter the dimensions for your custom paper size. For help, see Loading specialty media .
Banner paper	From the list of Paper Sizes, select Banner Letter or Banner A4 .
Transparencies	<ul style="list-style-type: none">From the Media Type drop-down menu, select Transparency.From the Print Quality area, select Normal, High, or Maximum. <p>Note: When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.</p>





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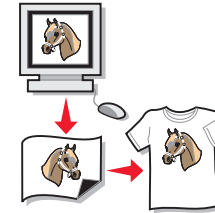
When you are printing on this specialty media:

Iron-on transfers

From the Page Setup tab, make these selections:

From the Media Type drop-down menu, select **Iron On Transfer**.

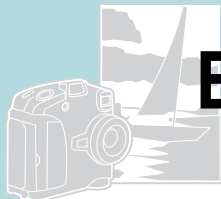
Note: Many software applications accept iron-on transfers differently. We recommend printing your document on plain paper before printing it on an iron-on transfer.



Step 3: Print your document

- 1 From your application's **File** menu, click **Print**.
- 2 From the Print dialog box, click **OK** or **Print** (depending on the application).





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You can use your printer for:

Printing photos

Printing on both sides of a sheet of paper



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Printing photos

You can print quality photos with the black and color cartridge combination that came with your printer. However, for the best possible photo quality, replace the black cartridge with a photo cartridge. For help replacing the black cartridge, see [page 29](#).

Step 1: Load the photo paper

Place up to 25 sheets of photo paper (or photo cards) against the right side of the sheet feeder. For help, see [page 7](#).



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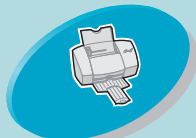


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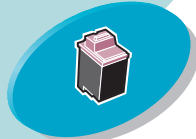




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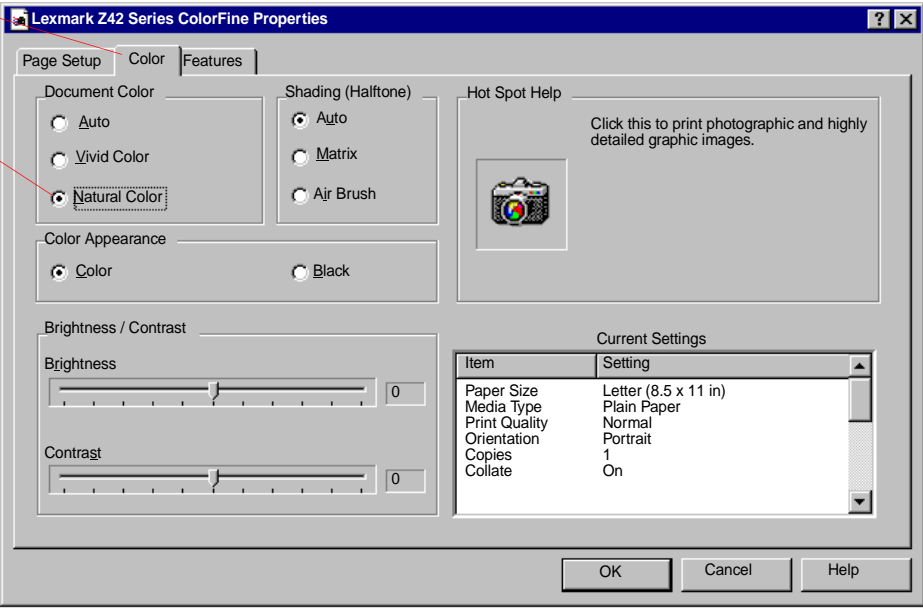
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Step 2: Customize the printer software for printing photos

- 1 Open the printer driver. For help, see [page 18](#).
- 2 Adjust the Document Color settings:

- a Click the **Color** tab.
- b Select **Natural Color**.



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3 Customize the settings for printing photos:

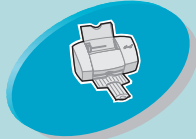
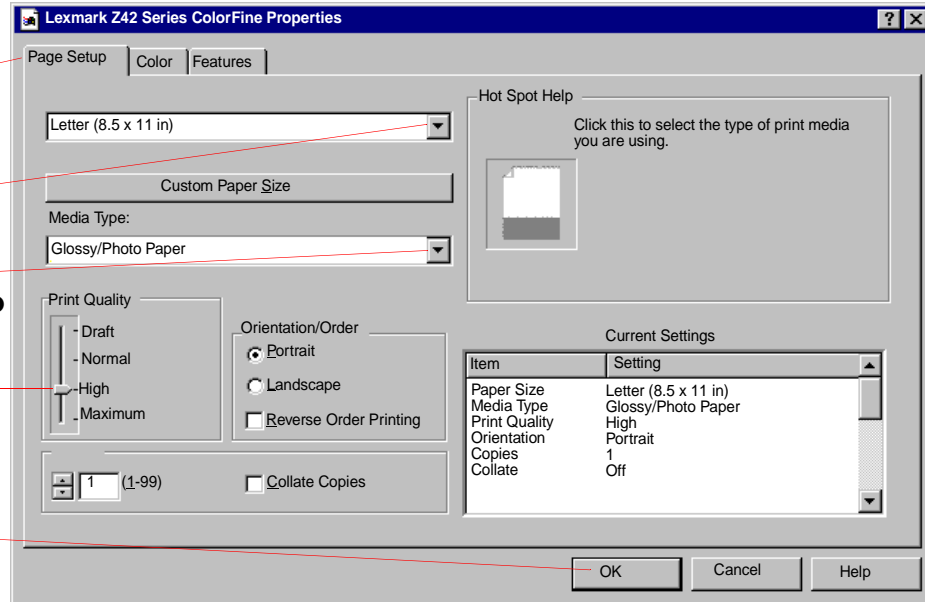
a Click the **Page Setup** tab.

b Select the **Paper Size**.

c Select **Glossy/Photo Paper**.

d Select **High or Maximum** Print Quality.

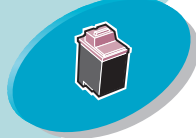
e Click **OK**.



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Step 3: Print your photos

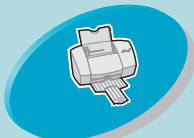
Note: For the best possible photo quality, print with a photo and color cartridge combination in your printer. Use a photo cartridge, Lexmark part number 12A1990. To replace the black cartridge with a photo cartridge, see [page 29](#).

- 1 From your application's **File** menu, click **Print**.
- 2 From the Print dialog box, click **OK** or **Print** (depending on the application).

Note: Remove each photo as it exits the printer and allow it to dry before stacking.

- 3 When you have finished printing your photos, reinstall the black print cartridge. For help, see [page 29](#).

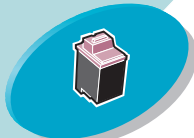




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Printing on both sides of a sheet of paper

Your Lexmark printer lets you print on both sides of a sheet of paper. Besides saving paper, this feature is helpful when you want to print tablets.

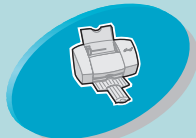
Step 1: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help, see [page 4](#).

Step 2: Customize the printer software for your two-sided print job

- 1 Open the printer driver. For help, see [page 11](#).
- 2 Select the paper size and orientation:
 - a Click the **Page Setup** tab.
 - b Select a **Paper Size**.
 - c Select **Portrait** or **Landscape** orientation.

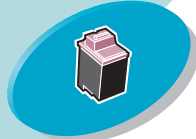




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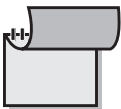
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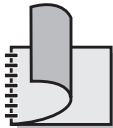
3 Click the **Features** tab.

Note: The orientation you select in step 2 is reflected in the graphics on the **Features** tab.

When you select **Landscape** orientation, these graphics display:



Long Edge

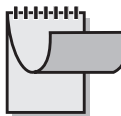


Short Edge

When you select **Portrait** orientation, these graphics display:



Long Edge



Short Edge



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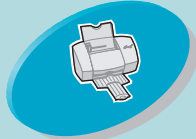
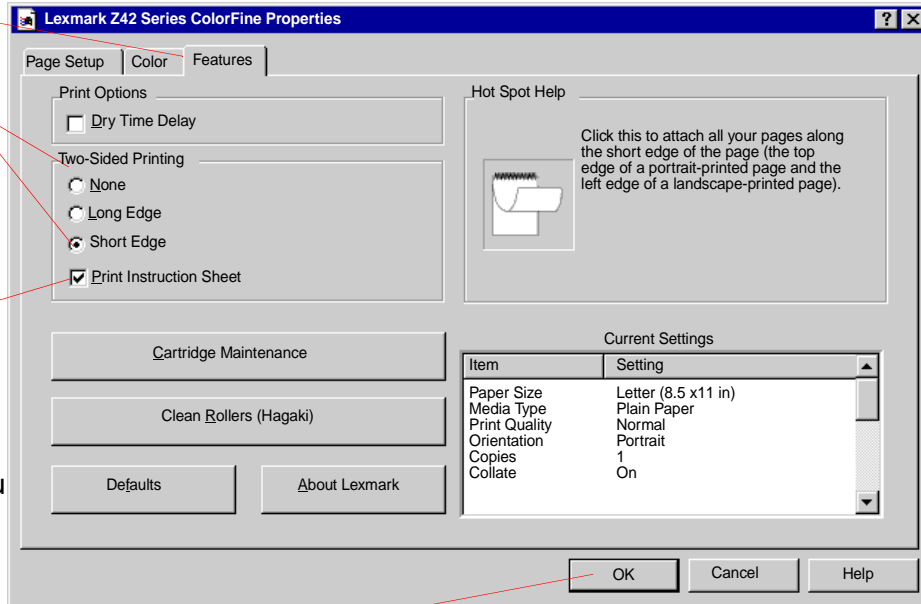
4 Select a binding edge option:

a Click the **Features** tab.

b From the **Two-Sided Printing** area, select **Long Edge** or **Short Edge** binding.

c Make sure **Print Instruction Sheet** is selected. The instruction sheet helps you reload your document for printing on the other side of the pages.

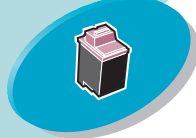
d Click **OK**.



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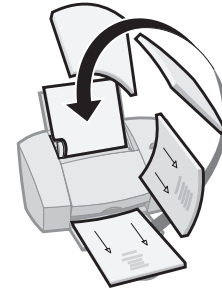
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Step 3: Print your two-sided document

- 1 From your application's **File** menu, select **Print**.
- 2 From the Print dialog box, click **OK** or **Print** (depending on the application). The odd-numbered pages print first.
- 3 When the odd-numbered pages of your two-sided document are finished printing, your printer software prompts you to reload the paper.
 - a When the entire stack is finished printing, remove the stack.
 - b Flip the stack of paper.
 - c Insert the stack of paper and instruction page with the printed side facing **away** from you and the arrows pointing **down**.



Note: The direction of the arrows on your instruction page may be different than the instruction page shown. Always insert the stack of paper and instruction page with the arrows pointing **down**.





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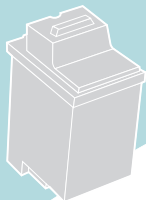
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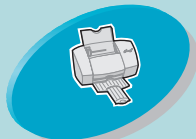


- 4 Click **OK**. The even-numbered pages print on the other side.
- 5 To return to single-sided printing when you have finished two-sided printing:
 - a Select the **Features** tab.
 - b From the Two-Sided Printing area, select **None**.
 - c Click **OK**.





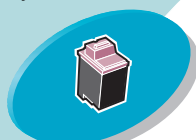
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This section describes how to install, replace, and care for your print cartridges. You can use the Control Program, one of your printer's software programs, to help you with these tasks:

Using the Control Program

Installing or replacing a print cartridge

Improving print quality

Aligning the print cartridges

Cleaning the print nozzles

Wiping print nozzles and contacts

Preserving print cartridges





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Using the Control Program

The Control Program allows you to monitor your printer, and install or replace print cartridges. To open the Control Program from Windows, from the **Start** menu, click:

- 1 **Programs.**
- 2 **Lexmark Z42 Series ColorFine.**
- 3 **Control Program.**



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Click the...

Status tab to:

- Monitor the status of your print job
- Cancel your print job

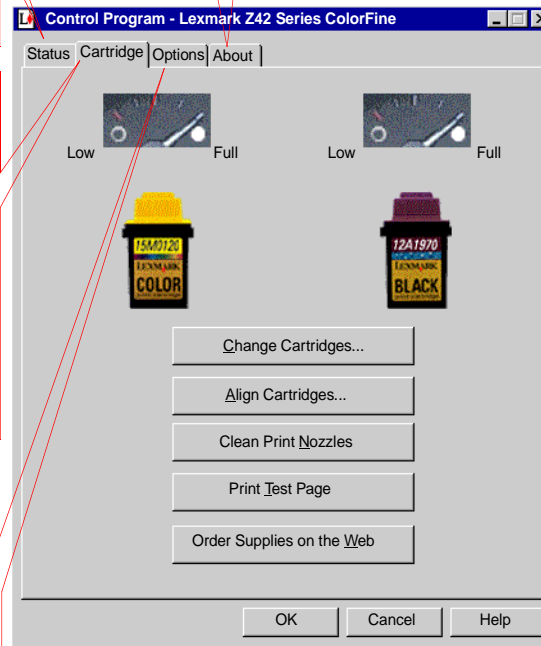
Cartridge tab to:

- View ink levels
- Install or replace a print cartridge
- Align the cartridges
- Clean the print nozzles
- Print a test page
- View cartridge part numbers and order supplies directly from Lexmark's Web site

Options tab to:

- Control how and when the Control Program displays
- Enable bidirectional support
- Disable the printer shortcut

About tab to find printer software version and copyright information



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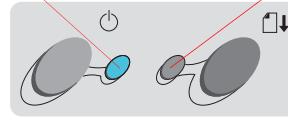
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Installing or replacing a print cartridge

- 1 Make sure the Power light is **On**.

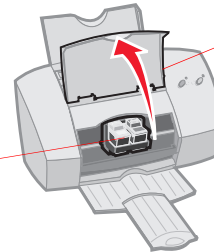
Power light
On



Paper Feed
light

- 2 Raise the front cover.

The print cartridge carrier moves to the loading position unless the printer is busy.



Front cover

Print cartridge
carrier in the
loading position





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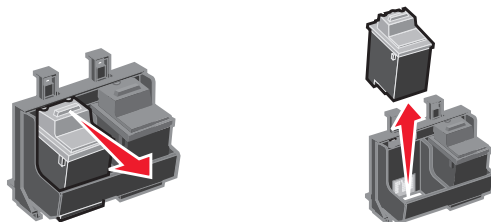


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- 3 Remove the old print cartridge. Store or dispose of the old cartridge.



- 4 Open the Control Program. For help, see [page 27](#).
- 5 Click the **Cartridge** tab.
- 6 Click **Change Cartridge**.





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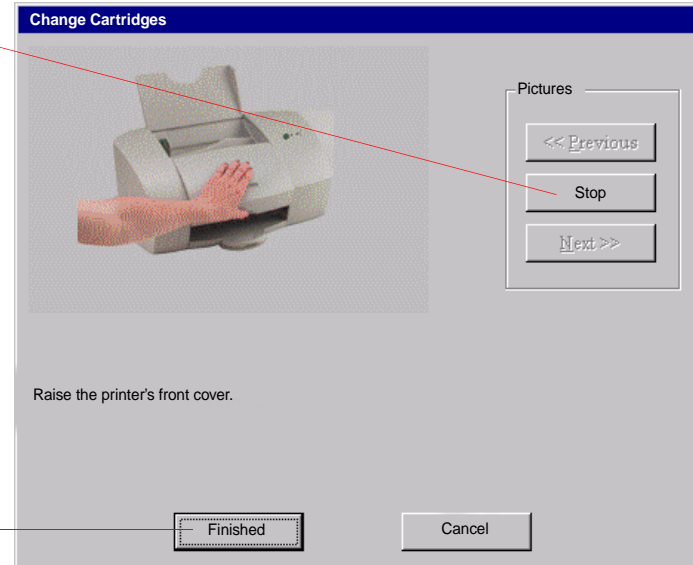
- 7 The Change Cartridges dialog box displays. Follow the steps on your screen to install the cartridges.

- a To control the speed of the animation on your screen, click **Stop**.

The **Next** and **Previous** buttons become active.

- b Click **Next** to advance the instructions or **Previous** to repeat the instructions.

- c When installation is complete, click **Finished**.





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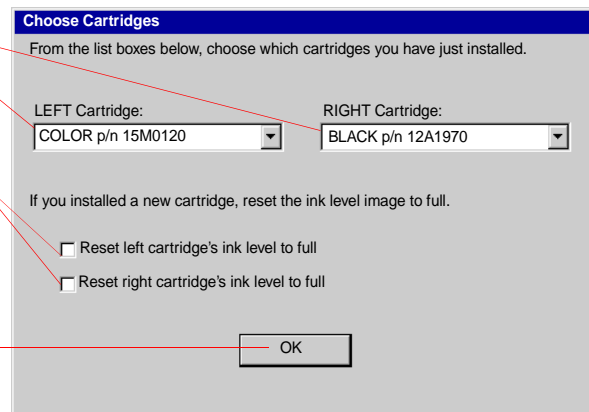


8 The Choose Cartridges window displays:

a Select the cartridge(s) you installed in your printer.

b If you installed a new cartridge(s), click the appropriate box to reset the ink levels to full.

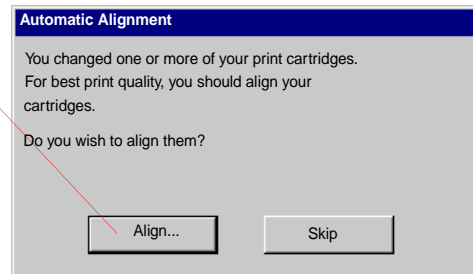
c Click **OK**.



9 The Automatic Alignment window displays:

If you installed a new print cartridge, click **Align** to align the print cartridges for the best print quality.

For help, see [page 33](#).





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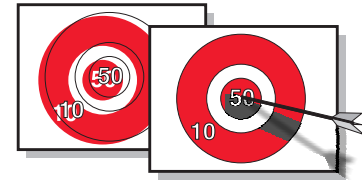
Improving print quality

If print quality is not what you expect, align your print cartridges or clean your print nozzles.

Aligning the print cartridges

Normally, you only align the print cartridges after installing a new print cartridge. However, you may also need to align the print cartridges when:

- The black portions of a graphic or text do not align properly with the color portions.
- Characters are not aligned correctly at left margin.
- Vertical lines appear “wavy.”



To align your print cartridges:

- 1 Load plain paper in the printer. For help, see [page 4](#).
- 2 Open the Control Program. For help, see [page 27](#).





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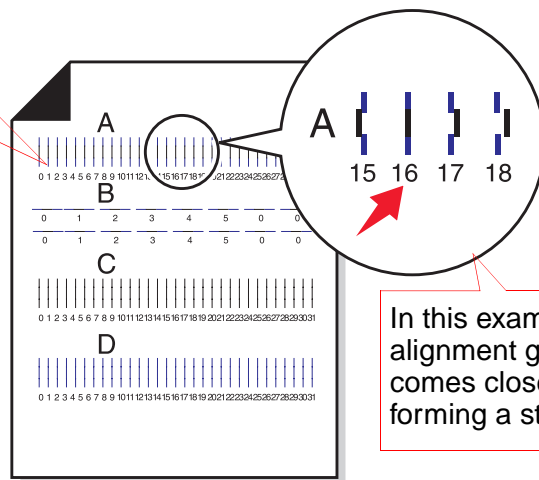
3 Click the **Cartridge** tab.

4 Click **Align Cartridges**.

Your printer prints an alignment test page and the Align Cartridge dialog box displays.

The test page looks similar to the one shown:

Depending on the cartridge combination you installed, an alignment test page with several alignment patterns prints. Each pattern has a number under it.



In this example, in alignment group **A**, **16** comes closest to forming a straight line.

5 From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a perfectly straight line.





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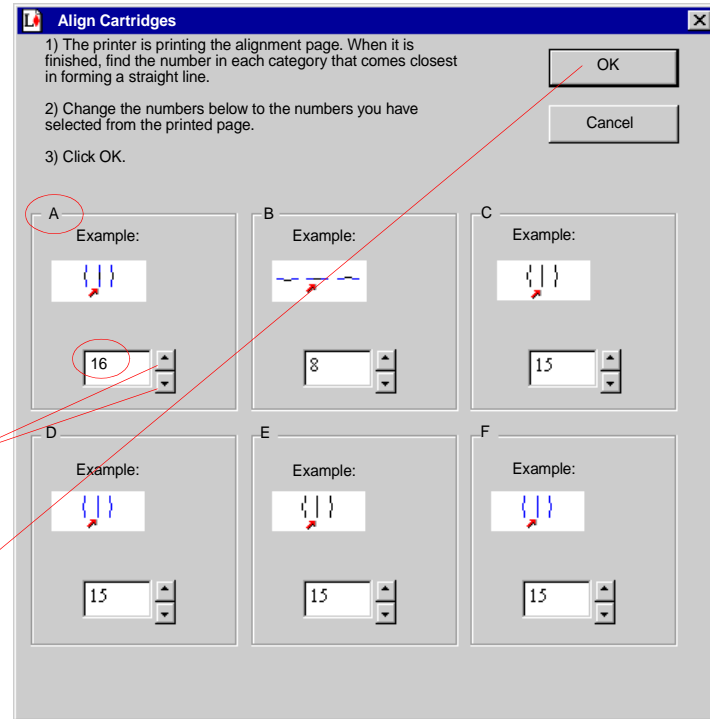
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- 6 In the Align Cartridges dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.

For example, in group **A** on [page 34](#), pattern **16** came closest to forming a straight line.

- a For each pattern, click these scroll arrows to select the number to enter, or type in the number.
- b After you have entered a number for each pattern, click **OK**.





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Cleaning the print nozzles

The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by forcing ink through the nozzles. A test line prints so you can see if the cleaning process was successful.

Run the nozzle test when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is too dark or smudged.
- Colors do not print correctly.

To run the nozzle test:

- 1 Load plain paper in the printer. For help, see [page 4](#).
- 2 Open the Control Program. For help, see [page 27](#).
- 3 Click the **Cartridge** tab.





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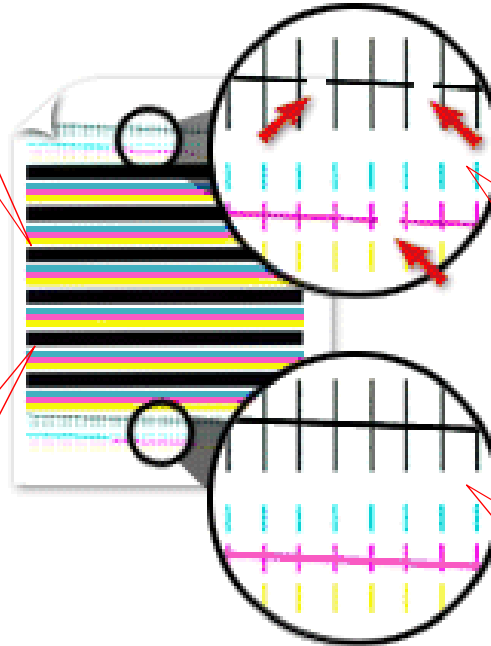


4 Click **Clean Print Nozzles**.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:

If any of these colors are missing on your printed test page, your cartridge may be out of that color of ink.

These purge lines print when ink is forced through the print nozzles to unclog them.



Broken lines at the top of the page indicate clogged nozzles.

Unbroken lines at the bottom of the page indicate the nozzles were cleaned.





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- 5 Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars. Look for a break in the diagonal lines. A broken line indicates clogged nozzles.
If the bottom line still has breaks, run the test two more times.
 - If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
 - If the print quality of both sets of lines is not satisfactory after running the test three times, **go to step 6**.
- 6 Remove and reinstall the print cartridge. For help, see [page 29](#).
- 7 Repeat the nozzle test.
- 8 If the lines are still broken, continue with the next section, [Wiping print nozzles and contacts](#).





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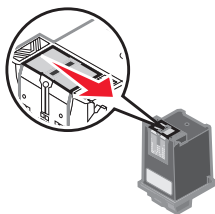


Wiping print nozzles and contacts

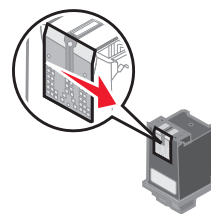
If print quality does not improve after cleaning the print nozzles (see [page 36](#)), there may be dried ink on the print nozzles or contacts.

- 1 Remove the print cartridges from the printer. For help, see [page 29](#).
- 2 Dampen a clean, lint-free cloth with water. Gently wipe the nozzles and contacts in one direction.

Warning:
Do **not** wipe the nozzles and contacts with the same section of cloth.



- a** Hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.



- b** Use another clean section of cloth to gently wipe the contacts. Hold the damp, lint-free cloth against the contacts for about three seconds. Gently blot and wipe dry.

- 3 Reinstall the print cartridges and repeat the nozzle test. For help, see [page 36](#).





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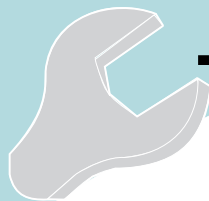
Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

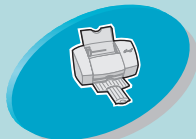
- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.





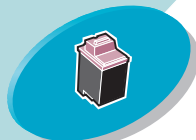
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This section lists printer problems that can occur, and what you can do to solve them. From the list of printing problems below, select a category that describes your printing problem. Then read for the solution to your problem.

Printer prints slowly or doesn't print

Paper misfeeds or jams

Document prints with mistakes or poor quality

Problems with transparencies, photos, or envelopes

Error messages and flashing lights

When there is a problem, first make sure that:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned On.
- If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.





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- Bidirectional support is enabled in your printer software.
 - 1 From the printer's Control Program, click the **Options** tab.
 - 2 Make sure **Enable Bidirectional Support** is checked.

For additional help, refer to the "Troubleshooting" section of your printer software Help files.

Printer prints slowly or doesn't print



If your printer doesn't print, your printer and your computer may not be able to communicate properly.

The following events also indicate two-way communications problems:

- A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.
- Print cartridge ink level indicators on the **Cartridge** tab of the printer's Control Program are shaded out.
- Error messages (such as **Printer Offline**) and job progress information do not display on your computer screen.





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Before proceeding, verify that:

- The parallel or USB cable is securely attached to both the printer and the personal computer.
- The printer is plugged in and turned On.
- Your printer port is set to an LPT n port if you are using a parallel cable or to a USB port if you are using a USB cable.
- If you have a switch box or other device (such as a scanner or fax) connected to the computer's parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.

Printer is plugged in but doesn't print, or you get a Printer Offline or Printer Not Ready message

Make sure:

- The printer is turned On.
- Paper is loaded correctly. For help, see [page 4](#).
- The parallel or USB cable is completely plugged into the printer.





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- The printer is not being held or paused. To check the printer status:

- 1 From the **Printers** folder, double-click the **Lexmark Z42 Series ColorFine** icon.
- 2 Click the **Printer** menu and make sure no check mark appears next to the **Pause Printing** option.

Print a test page. If the test page prints, the printer is functioning properly. Check your application.

Test page does not print

Make sure:

- The print cartridges are installed correctly. For help, see [page 29](#).
- If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.

Printer ejects a blank page after appearing to print

Make sure:

- Your Lexmark printer is set as the default printer.
- You have removed the sticker and transparent tape on the bottom of the print cartridges. For help, see [page 29](#).





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Printer prints very slowly

- Close any open applications not in use.
- Decrease your Print Quality setting. For help, see [page 10](#).
- Check the document you are printing. Photos and graphics may take longer to print than regular text.
- Check your computer's resources. Consider purchasing more memory or increasing the virtual memory for your computer.

Paper misfeeds or jams



Paper misfeeds or pulls multiple sheets while moving through the printer

Make sure:

- The paper is a recommended paper for inkjet printers.
- You do not force the paper down into the printer when you load it. For example, if you are loading letter or A4 size paper, the top edge of the paper should extend above the top of the sheet feeder.





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- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- The left paper guide is against the side of the paper.
- The left paper guide does not cause the paper to bow in the sheet feeder.
- The printer is on a flat, level surface.

Printer does not feed envelopes or specialty media

- Make sure your printer will feed regular paper. For help, see [page 4](#).
- If regular paper feeds without problems, load the envelopes vertically against the right side of the sheet feeder. Make sure the paper guide is against the side of the envelopes.
- Make sure envelopes or the appropriate specialty papers are selected in the printer driver.
- Make sure you are using a paper or envelope size supported by your printer.
- Your application may not be designed to print envelopes. For help, check your application's documentation.





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Printer has a paper jam

If the paper is lodged too far into the printer and can't be removed:

- 1 Press the Power button to turn the printer Off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out.
- 3 Close the front cover.
- 4 Press the Power button to turn your printer On.
- 5 Resend your document to print.

Document prints with mistakes or poor quality



Print is too dark or smudged

- Make sure the paper is straight and not wrinkled.
- Let the ink dry before handling the paper.
- Make sure the Paper Type setting in the printer software matches the type of paper loaded in the printer. For help, see [page 10](#).
- Change the Print Quality setting to **Draft**. For help, see [page 10](#).
- Clean the print nozzles. For help, see [page 36](#).





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Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher Print Quality setting. For help, see [page 10](#).
- Align the print cartridges. For help, see [page 33](#).
- Clean the print nozzles. For help, see [page 36](#).

Print smears on the page

- The next page exiting the printer may be smearing the ink. Remove the pages as they exit the printer and allow them to dry before stacking.
- The print nozzles may need cleaning. For help, see [page 36](#).

Printed pages have alternating bands of light and dark print (intermittent printing)

- Select the Print Quality setting **High** or **Maximum**. For help, see [page 10](#).
- You may have communications problems. For help, see [page 42](#).





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Print quality is poor at the left, right, top, or bottom edge of page

Like other printers, your printer cannot print in the extreme left, right, top, or bottom edges of a page.

Use these minimum settings:

- Left and Right margins:
6.35 mm (0.25 in.) each for all paper sizes except A4
For A4 size paper - 3.37 mm (0.133 in.) each
- Top and Bottom margins:
Top - 1.7 mm (0.067 in.)
Bottom - 16.51 mm (0.65 in.)

Printed characters are improperly formed, misaligned, or not aligned correctly at the left margin

- Cancel all print jobs, if any, and resend your job to print.
- Align the print cartridges. For help, see [page 33](#).
- Clean the print nozzles. For help, see [page 36](#).





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Colors on the printout differ from the colors on the screen

- Select Natural Color as the Document Color:
 - 1 From the printer driver, click the **Color** tab.
 - 2 Make sure **Natural Color** is selected.
- A print cartridge may be out of ink or low on ink. For help changing the print cartridge, see [page 29](#).
- Try using a different brand of paper. Every paper brand accepts ink differently, and prints with slight color variations.
- Remove any extra devices such as a scanner, and connect the printer directly to the parallel port.

Colors on the printout are faded

Try the suggestions listed in the previous section, [Colors on the printout differ from the colors on the screen](#). If your colors still seem faded, try [Cleaning the print nozzles](#).

Characters are missing or unexpected

- Make sure your Lexmark Z42 printer is set as the default printer.
- Your printer may have two-way communication problems. For help see [page 42](#).



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Problems with transparencies, photos, or envelopes



Glossy photo papers or transparencies stick together

- Use a transparency or photo paper designed for use with an inkjet printer.
- Let each page dry with the print side facing up before stacking.

Transparencies or photos contain white lines

- From the Print Quality area, select **High** or **Maximum**. For help, see [page 10](#).
- Your print nozzles may need cleaning. For help, see [page 36](#).

Printer does not feed envelopes or specialty papers

For help, see [page 46](#).



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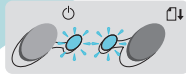
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Error messages and flashing lights



Power
light

Paper
Feed
light

Paper Jam message

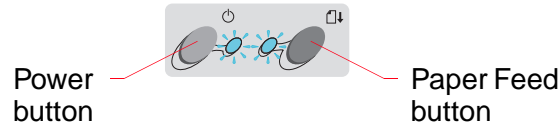
For help, see [page 47](#).

Ink Low message

A print cartridge is running out of ink. Purchase a new print cartridge. For help replacing the print cartridge, see [page 29](#).

The Power light is On and the Paper Feed light is blinking

- If the printer is out of paper:
 - 1 Load paper.
 - 2 Press the Paper Feed button.



- If the printer has a paper jam, see [page 47](#).



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Power
light

Paper
Feed
light

The Power light blinks twice

The print cartridge carrier has stalled. Check your screen for any error messages.

- 1 Turn the printer Off.
- 2 Wait a few seconds, and then turn the printer back On.





Using the World Wide Web

If your computer does not have a CD-ROM drive, you can download the printer software from the World Wide Web at www.lexmark.com.

- 1 From Lexmark's Web site, select the appropriate driver for your operating system.
- 2 Select **Save to Disk**.
- 3 Select a location on your hard disk drive.
- 4 Double-click the executable (.exe) file to open it.
The Win Self-Extractor window opens.
- 5 Follow the instructions on the screen.

Using the CD-ROM

Windows NT 4.0/Windows 2000

To install the printer software using the CD-ROM that came with your printer:

- 1 Start Windows.
- 2 Click **Cancel** on any screens that appear.
- 3 When the desktop appears, insert the software CD.
The Lexmark Z42 software installation screen appears.
- 4 Click **Install Printer Software**.

Note: If the CD does not run automatically when you insert it:

- 1 From the **Start** menu, select **Run**.
- 2 In the command-line text box, type the letter of your CD-ROM drive, followed by **:setup** (for example, **d:\setup**), and then click **OK**.

In this section, you can find information about:

- Installing printer software
- Uninstalling printer software
- Warranty
- Notices
- Safety

Installing printer software

You can obtain the printer software using:

- the compact disc (CD-ROM) that came with your printer
- the World Wide Web
- diskettes

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall, and then reinstall the printer software. For help, see [Uninstalling printer software](#).



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Uninstalling printer software

If your printer software does not install properly, you may need to uninstall, and then reinstall it.

To uninstall the printer software:

- 1 From the **Start** menu, select **Programs**.
- 2 Select **Lexmark Z42 Series**.
- 3 Select **Lexmark Z42 Series Uninstall**.
- 4 Follow the instructions on your screen.

To reinstall the printer software, follow the appropriate set of instructions from [Installing printer software](#).

- 4 Follow the instructions on the screen.

To install the printer software from diskettes:

- 1 Start Windows.
- 2 Insert Setup Disk 1 into your disk drive.
- 3 From the **Start** menu, select **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **:[\setup](#)** (for example, **a:[\setup](#)**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

Ordering Diskettes

If your computer does not have a CD-ROM drive, and you do not have access to either the World Wide Web or a computer with a CD-ROM drive, you can order

Using diskettes

If your computer does not have a CD-ROM drive, you can create driver diskettes using a friend's computer or a computer at your Lexmark dealer that has a CD-ROM drive. You will need at least three blank 3.5 inch diskettes.

To create diskettes of the printer software:

- 1 Insert the software CD into the CD-ROM drive.
If the CD does not run automatically:
 - a From the **Start** menu, select **Run**.
 - b In the command-line text box, type the letter of your CD-ROM drive, followed by **:[\setup](#)** (for example, **d:[\setup](#)**), and then click **OK**.
- 2 When the Lexmark Z42 software installation screen appears, select **Tools**.
- 3 Select **Create Diskettes**.

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Statement of Limited Warranty

Lexmark International, Inc., Lexington, KY

This warranty applies to the United States and Canada. For customers outside the U.S. and Canada, refer to the country-specific warranty information that came with your printer.

Lexmark Z42 Color Jetprinter™

This Statement of Limited Warranty applies to this product if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as "Remarketer."

Warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts,
- Is free from defects in material and workmanship,
- Conforms to Lexmark's official published specifications, and
- Is in good working order.

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair without charge.

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. To obtain warranty service, you may be required to present the feature or option with the product.

- If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the

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remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Warranty Service

The warranty period is 12 months and starts on the date of original purchase as shown on the purchase receipt.

To obtain warranty service you may be required to present proof of original purchase. Warranty service will be provided at a Remarketer or a Lexmark designated location. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the designated location.



Appendix



- Use of other than Lexmark supplies (such as toner cartridges, inkjet cartridges, and ribbons)
- Use of other than Lexmark product or component

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD.

Free remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may only be available for a fee.

Extent of Warranty

We do not warrant uninterrupted or error-free operation of a product.

Warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Failure to have installed a maintenance kit as specified (if applicable)
- Use of printing media outside of Lexmark specifications

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, or damaged beyond repair. Also, such product must be free of any legal obligation or restrictions that prevent its exchange.

Before you present this product for warranty service, remove all programs, data, and removable storage media.

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, please contact Lexmark at 1-800-539-6275, or on the World Wide Web at www.lexmark.com.

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Limitation of Liability

Your sole remedy under this Statement of Limited Warranty is set forth in this section. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this Statement of Limited Warranty, you may recover actual damages up to the limit set forth in the following paragraph.

Lexmark's liability for actual damages from any cause whatsoever will be limited to the greater of 1) \$5,000 or 2) the amount you paid for the product that caused the damages. This limitation of liability will not apply to claims by you for bodily injury or damage to real property or tangible personal property for which Lexmark is legally liable. In no event will Lexmark be liable for any lost profits, lost savings, incidental damage, or other economic consequential damages. This is true even if you advise Lexmark or a Remarketer of the possibility of

such damages. Lexmark is not liable for any claim by you based on a third party claim.

This limitation of remedies also applies to any developer of materials supplied to Lexmark. Lexmark's and the developer's limitations of remedies are not cumulative. Such developer is an intended beneficiary of this limitation.

Additional Rights

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages. If such laws apply, the limitations or exclusions contained in this statement may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

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Electronic Emission Notices

Federal Communications Commission (FCC) Compliance Information Statement

The Lexmark Z42 Color Jetprinter has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.





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The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 43H5856 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

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Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(606) 232-3000

Industry Canada Compliance Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.





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European Community (EC) Directives Conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としています。この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Energy Star



The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the

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introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an Energy Star Partner, Lexmark International, Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

Power supply

If your power supply fails, replace it with the Lexmark replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 V dc at 500 mA.





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Safety Information

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.





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